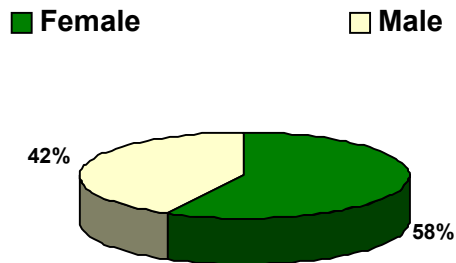


## *Customer Demographics*

Demographic information about those seeking assistance from the Family Law Information Centers is taken from data maintained by the pilots for the fiscal year 2001-2002. Fiscal year 2001-2002 was selected as the evaluation year because the pilot programs maintained the most comprehensive and comparable data during this period. There was not data available on all items from all three counties. There are several areas in which data was not available from the Los Angeles County Family Law Information Center. In those cases, the reports contain only information from Fresno and Sutter Counties, with the exception of employment data which was reported on the basis of demographic information from the Los Angeles County family law facilitator.

### **GENDER**

All of the Family Law information Centers provided services to both men and women.



More women requested services than did men. This is not surprising, as the 2000 U.S. Census data<sup>15</sup> for the three Family Law Information Center counties indicates a high poverty level for single mothers, especially those with young children.

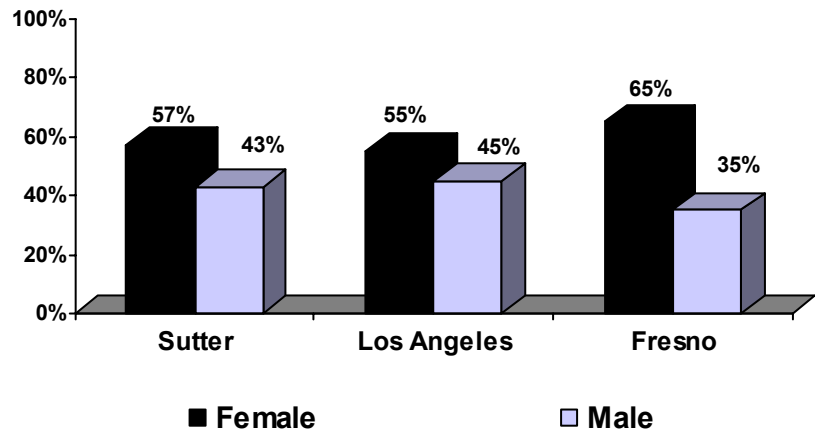
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<sup>15</sup> U.S. Census Bureau, *United States Census 2000*, Summary File 3 (SF-3). DP - 3 Profile of Selected Economic Characteristics; <http://factfinder.census.gov>, 11/18/02.

*"The Center helped my ex and me. It was nice to have someone neutral."*

*Customer, 2000*

**Gender:  
Program Detail**



According to the 2000 census, families with female householders and no husband present live below the poverty level more frequently than do other families. If such families have minor children, the percentage living below poverty level increases, and if the children are under five years of age, the percentage increases again. The ability of such families to access legal representation would be extremely limited.

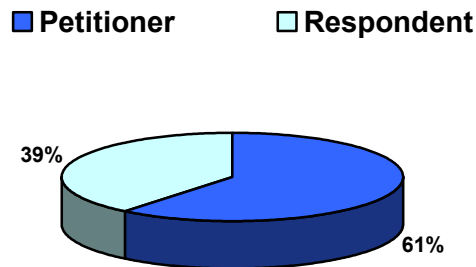
**Percent of Families Below Poverty Level**

	ALL FAMILIES		FAMILIES WITH CHILDREN UNDER 18	
	Total	Female – no husband present	Total	Female – no husband present
<b>LOS ANGELES</b>	14%	29%	20%	37%
<b>FRESNO</b>	18%	35%	25%	43%
<b>SUTTER</b>	12%	30%	18%	37%

U.S. Census Bureau, *United States Census 2000*, Summary File 3 (SF-3).  
DP - 3 Profile of Selected Economic Characteristics

## PETITIONERS AND RESPONDENTS

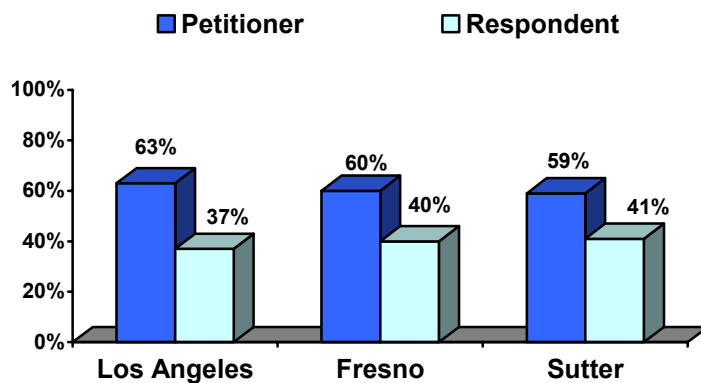
The Family Law Information Centers provided services both to persons starting an action and to persons responding to an action. The overall percentage of each is set out below.



*“The Family Law Information Center provides very important information for both parties involved.*

*Customer, 2002*

Petitioners appear to seek help approximately one-third more often than do respondents.



There was very little variance among the Family Law Information Centers with regard to the ratios between petitioners and respondents.

## AGE

Only Sutter and Fresno Counties kept information on the ages of those requesting assistance from the Family Law Information Centers. More than 60 percent of customers in those counties were between the ages of 20 and 40 years.

### Age Ranges

AGE RANGE	FRESNO	SUTTER
15-19 YEARS	3%	3%
20-29 YEARS	34%	27%
30-39 YEARS	34%	37%
40-49 YEARS	21%	22%
50-59 YEARS	6%	7%
60+ YEARS	2%	4%

### NUMBER OF CHILDREN

The largest percentage of Family Law Information Center customers reported having one or two children. The Los Angeles County Family Law Information Center did not keep records regarding numbers of children.

### Number of Children

COUNTY	NUMBER OF MINOR CHILDREN				
	None	One	Two	Three	Four +
FRESNO	21%	39%	24%	9%	6%
SUTTER	18%	44%	25%	9%	4%

### ETHNICITY

The pattern of ethnicity of those requesting assistance from the Family Law Information Centers is roughly comparable to that of the 2000 census data for each county<sup>16</sup>. With the exception

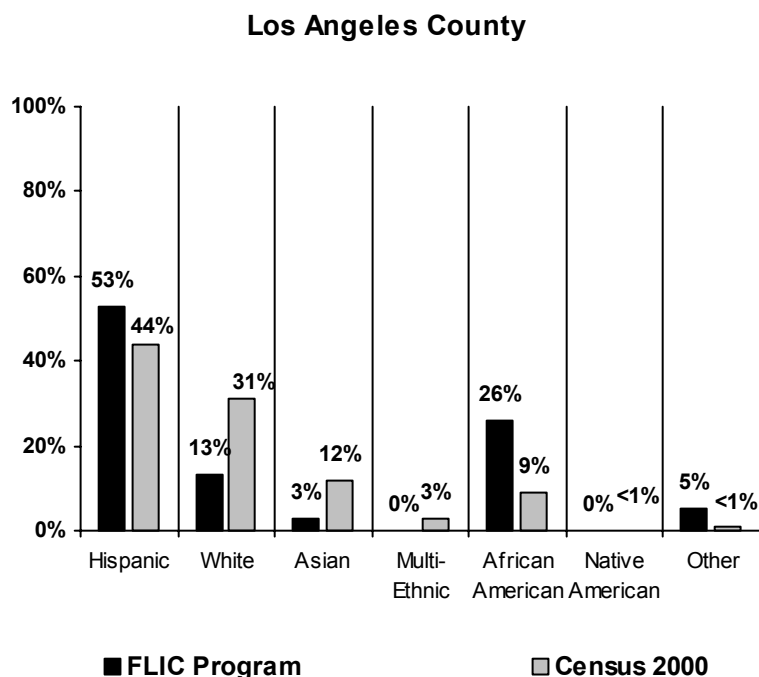
<sup>16</sup> (U.S. Census Bureau, P6. Race-Universe: Total Population; P7. Hispanic or Latino by Race; <http://factfinder.census.gov>, 11/18/02.)

of some variances in Los Angeles County, the ethnic distribution within Family Law Information Center (FLIC) customers did not vary more than 10 percent in any category from the percentages reported for their counties in the 2000 census. The reports from the Family Law Information Centers do not include a “multi-ethnic” category. Those that would otherwise fall into that category were reported as “other.”

## Los Angeles County

The Los Angeles County program data has some differences from the 2000 census data related to ethnicity.

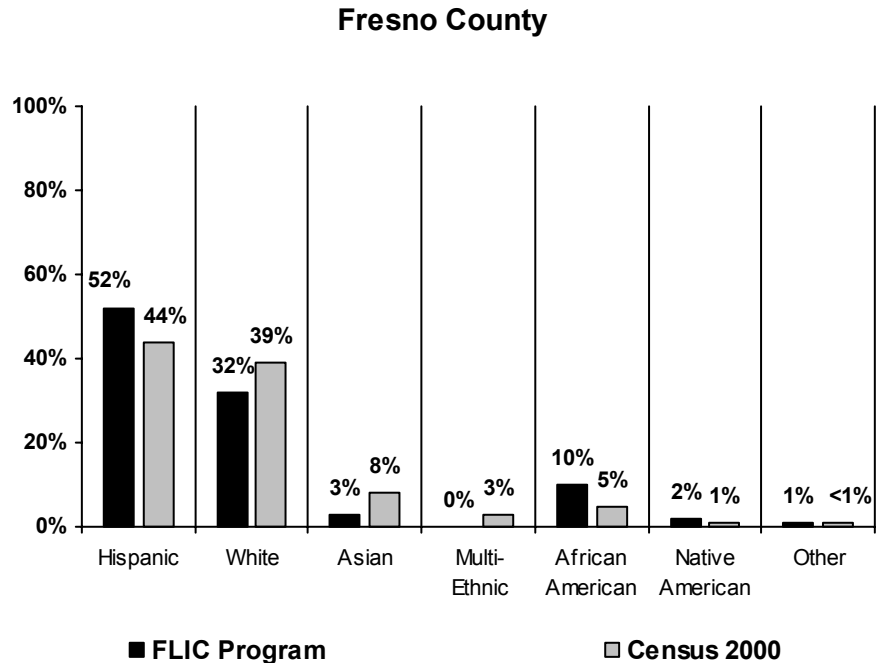
Interestingly, in Los Angeles, the percentage of both White and Asian individuals seeking assistance from the Family Law Information Center was smaller than the percentage represented in the population at large. The percentage of Hispanic and African American individuals seeking assistance was greater than the percentage represented in the population at large. These differences may be related to differences in income levels.



(United States U.S. Census 2000 Bureau, Summary File (SF-3) P6. Race-Universe: Total Population; P7. Hispanic or Latino by Race; <http://factfinder.census.gov>, 11/18/02.)  
 Note: The FLIC data has no category for “Multi-Ethnic.” Those customers are reflected in the “Other” category.

## Fresno County

In Fresno County, the percentage of both Hispanic and African American individuals seeking help from the Family Law Information Centers was somewhat greater than the percentages represented in the 2000 census. The percentages of Whites and Asians seeking help were somewhat smaller than the percentages represented in the population at large.

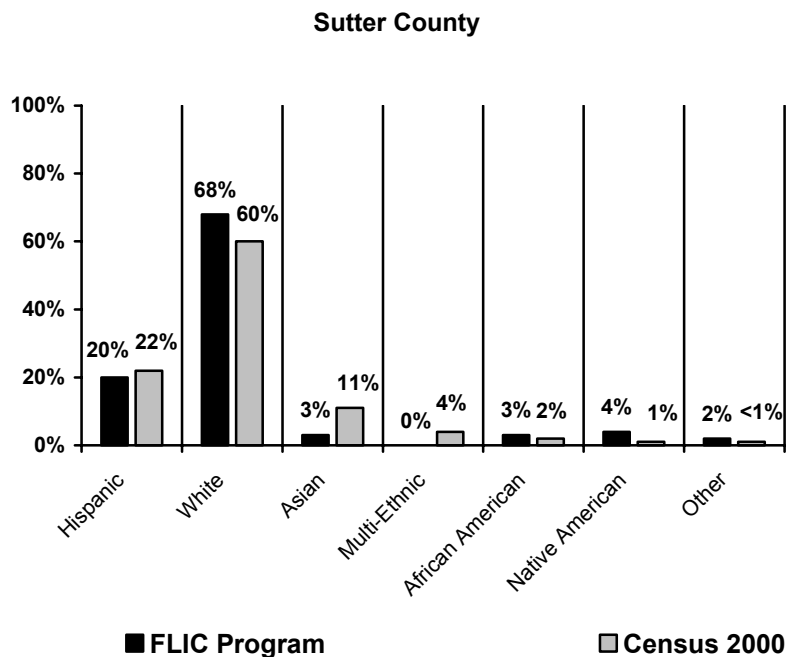


(United States U.S. Census 2000 Bureau, Summary File (SF-3) P6. Race-Universe: Total Population; P7. Hispanic or Latino by Race; <http://factfinder.census.gov>, 11/18/02.)

Note: The FLIC data has no category for "Multi-Ethnic." Those customers are reflected in the "Other" category.

## Sutter County

In Sutter County, the largest difference between the program ethnic distribution and the 2000 census data is in the Asian group. It would appear that in Sutter County members of the Asian community are less likely to seek assistance from the Family Law Information Center than other ethnic groups. Members of other ethnic groups appear to seek assistance from the center in the approximate percentages represented in the total county population.



(United States U.S. Census 2000 Bureau, Summary File (SF-3) P6. Race-Universe: Total Population; P7. Hispanic or Latino by Race; <http://factfinder.census.gov>, 11/18/02.)  
 Note: The FLIC data has no category for "Multi-Ethnic." Those customers are reflected in the "Other" category.

## LANGUAGE

It appears that the Family Law Information Centers are doing well at providing language services comparable to the distribution of languages within their communities. All programs have bilingual staff to provide services in English and Spanish, or provide interpreters. Informational materials have been translated into several other languages, and referrals to community services are made to provide additional language assistance.

English and Spanish were the primary languages spoken by the customers of the Family Law Information Centers. The degree to which the programs provided language access to their communities is comparable to the 2000 census data. Census data on languages spoken at home was taken from the age group of 18–64 years. The "English" category reflects those who are monolingual English speaking, or who are multilingual but report speaking English "well" or "very well." The "Spanish" category reflects those who report speaking Spanish at home and speaking English "not well" or "not at all." The "Other" category represents any other language spoken at home in which the individual reported

speaking English “not well” or “not at all.” In the Family Law Information Center data, the “Other” category reflects all languages other than Spanish or English.<sup>17</sup>

#### **LANGUAGE DISTRIBUTION**

##### **LOS ANGELES COUNTY**

LANGUAGE	CENTRAL FLIC	NORWALK FLIC	TOTAL LOS ANGELES	CENSUS 2000
ENGLISH	82%	88%	87%	82%
SPANISH	18%	12%	13%	15%
OTHER*	<1%	<1%	<1%	3%

\*Other languages in Los Angeles include Tagalog, Cantonese, Hmong, ASL, Vietnamese, Korean, Mandarin, Assyrian.

(United States U.S. Census 2000 Bureau, Summary File (SF-3) P.19 Age by language spoken at home by ability to speak English;

<http://factfinder.census.gov>, 11/18/02.)

##### **FRESNO COUNTY**

LANGUAGE	FLIC OUTREACH ATTORNEYS	TOTAL FRESNO FLIC	CENSUS 2000
ENGLISH	82%	90%	86%
SPANISH	17%	9%	12%
OTHER*	1%	1%	2%

\*Other languages in Fresno include Hmong, ASL, Punjabi

(United States U.S. Census 2000 Bureau, Summary File (SF-3) P.19 Age by language spoken at home by ability to speak English; <http://factfinder.census.gov>, 11/18/02.)

##### **SUTTER COUNTY**

LANGUAGE	SUTTER FLIC	CENSUS 2000
ENGLISH	92%	88%
SPANISH	6%	8%
OTHER*	2%	4%

\*Other languages in Sutter include Hmong and Farsi

(United States U.S. Census 2000 Bureau, Summary File (SF-3) P.19 Age by language spoken at home by ability to speak English; <http://factfinder.census.gov>, 11/18/02.)

<sup>17</sup> (United States Census 2000, Summary File 3 (SF-3). *Id.*, P.19. Age by language spoken at home by ability to speak English; <http://factfinder.census.gov>, 11/18/02.)

## INCOME<sup>18</sup>

The Sutter and Fresno County Family Law Information Centers measured income using the same data ranges; however, Los Angeles County used broader ranges. For the purpose of comparison, therefore, the Fresno County and Sutter County data have been collapsed into the Los Angeles County categories.

The vast majority of customers requesting assistance from the Family Law Information Centers had a gross monthly income of under \$2,000 per month, and many of those had monthly incomes of under \$1,000 per month. In Sutter and Fresno Counties, there were significant percentages of customers with incomes under \$500 per month. In Los Angeles, 37 percent of the Family Law Information Center customers have gross monthly incomes of under \$800.

### Lowest Income Ranges

	INCOMES UNDER \$500/MO.	INCOMES UNDER \$800/MO.
FRESNO	27%	
SUTTER	21%	
LOS ANGELES		
		37%

A comparison of customer incomes in broader range groups at the three Family Law Information Centers is set out below.<sup>19</sup> Data have been set out in alternative presentations to demonstrate the extent of the variances at the higher income ranges.

<sup>18</sup> (U.S. Census Bureau; *Id.*, 2000 Census of Population and Housing, Summary Tape File 3; <http://factfinder.census.gov>, 12/3/02.)

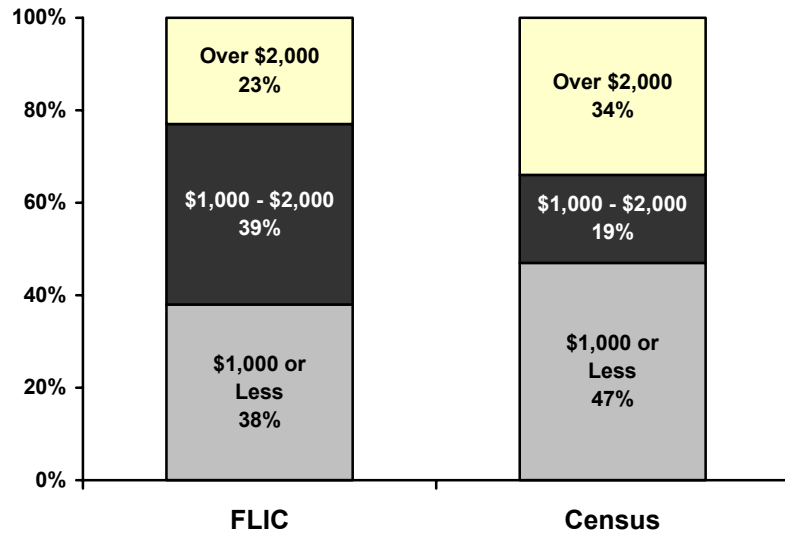
<sup>19</sup> The endpoints of census income categories do not exactly match those of FLIC income categories, so comparisons are only approximate. Monthly incomes as reported on the FLIC survey are aligned with annual incomes as reported on the Census as follows: \$1,000 or under/month  $\approx$  \$12,499 or less/year; \$1,001–2,000/month  $\approx$  \$12,500–24,999/year; \$2,001–3,000/month  $\approx$  \$25,000–34,999/year; and over \$3,000/month  $\approx$  \$35,000/year.

*“The service provided  
and personnel are great.  
People without a lot of  
money would be lost.”*

*Customer, 2002*

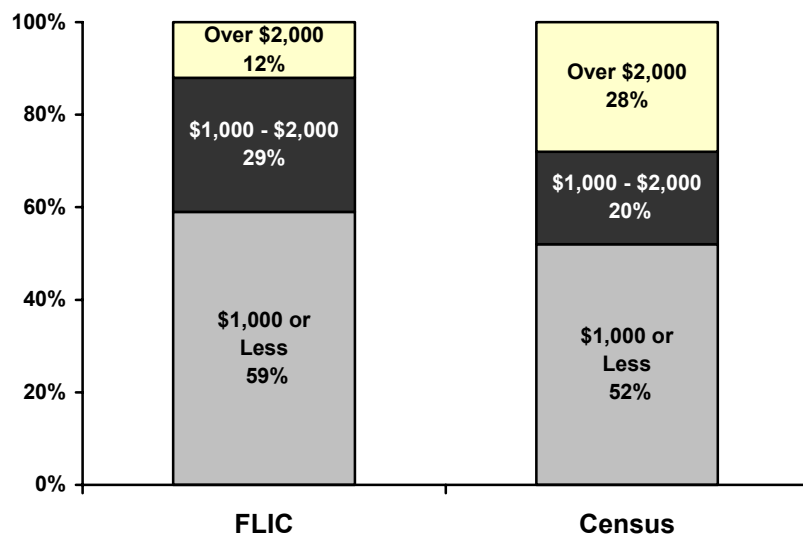
*"It's great that you allow low income people a chance to understand family law."*  
*Customer, 2002*

### LOS ANGELES COUNTY COMPARISON OF FLIC CUSTOMERS TO GENERAL POPULATION: MONTHLY INCOME



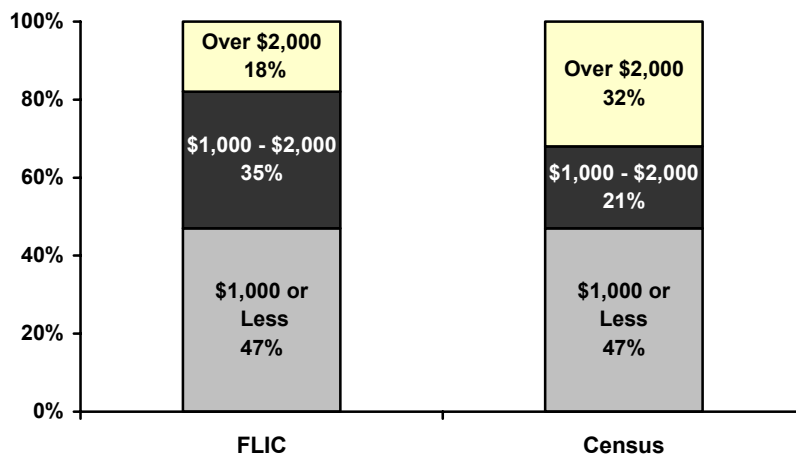
(United States U.S. Census 2000 Bureau, Summary File 3 (SF-3), 2000 Census of Population and Housing, Summary Tape File 3; <http://factfinder.census.gov>, 12/3/02.)

### FRESNO COUNTY COMPARISON OF FLIC CUSTOMERS TO GENERAL POPULATION: MONTHLY INCOME



(United States U.S. Census 2000 Bureau, Summary File 3 (SF-3), 2000 Census of Population and Housing, Summary Tape File 3; <http://factfinder.census.gov>, 12/3/02.)

**SUTTER COUNTY  
COMPARISON OF FLIC CUSTOMERS TO GENERAL POPULATION  
MONTHLY INCOME**

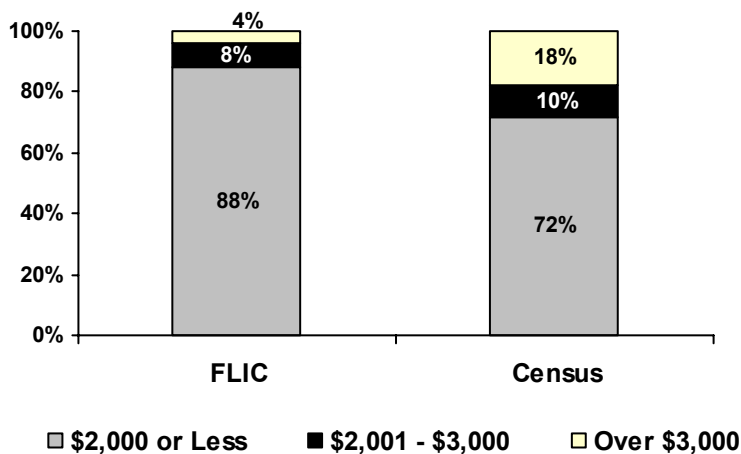


(United States U.S. Census 2000 Bureau, Summary File 3 (SF-3), 2000 Census of Population and Housing, Summary Tape File 3; <http://factfinder.census.gov>, 12/3/02.)

*“Thank you so much.  
Single parents who  
can’t afford attorneys  
need this kind of  
help.”*

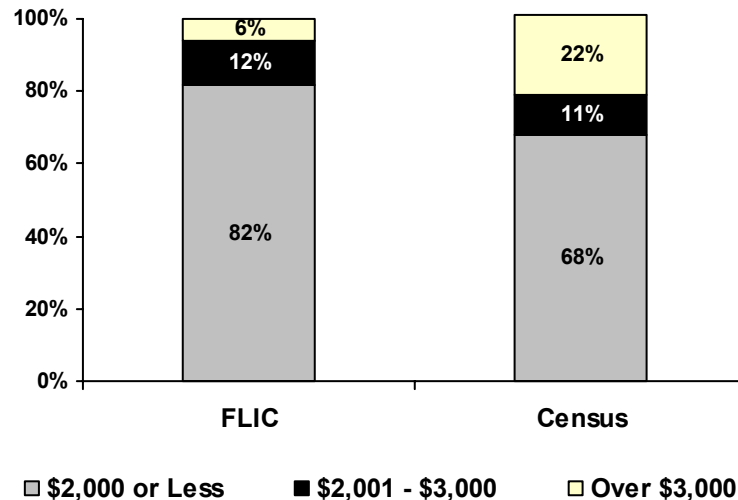
*Customer, 2000*

**FRESNO COUNTY  
COMPARISON OF FLIC CUSTOMERS TO GENERAL POPULATION:  
MONTHLY INCOME (ALTERNATE BREAKDOWN)**



(United States U.S. Census 2000 Bureau, Summary File 3 (SF-3), 2000 Census of Population and Housing, Summary Tape File 3; <http://factfinder.census.gov>, 12/3/02.)

**SUTTER COUNTY  
COMPARISON OF FLIC CUSTOMERS TO GENERAL POPULATION:  
MONTHLY INCOME (ALTERNATE BREAKDOWN)**



(United States U.S. Census 2000 Bureau, Summary File 3 (SF-3), 2000 Census of Population and Housing, Summary Tape File 3; <http://factfinder.census.gov>, 12/3/02.)

Compared to census data, Family Law Information Center customers report monthly incomes between \$1,000 and \$2,000 in greater numbers than are reported for their counties. In Los Angeles, the numbers of Family Law Information Center customers falling into this category was 20% higher than in the census data for Los Angeles County. In the Sutter County program, the number of customers in this category was 14% higher than in the census data for Sutter County. In Fresno County, the number of customers in this group was 9% higher than in the census data.

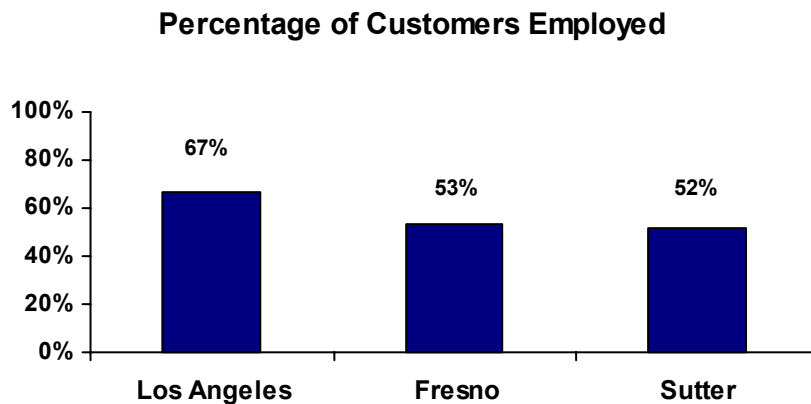
Compared to census data, there are 16% fewer Family Law Information Center customers in Fresno reporting monthly incomes over \$2,000. In Sutter County, 14% fewer Family Law Information Center customers report incomes over \$2,000 per month than in the census data. In Los Angeles County, the number of customers in this group was 9% lower than in the census data.

Less difference was found between Family Law Information Center customers as a group and census data in incomes at the lower levels, \$1,000 per month and less. The pilot programs seem to provide services to individuals whose incomes are slightly above the poverty levels, but almost never over \$3,000 per month. Family Law Information Center customers may

not have enough income to be able to afford full service legal representation; however, they may also fall just above financial eligibility to receive legal aid services.<sup>20</sup>

## Employment

The majority of individuals seeking help from the Family Law Information Centers were employed. Both Sutter and Fresno Counties maintained data on the employment status of the customers. The numbers for Los Angeles County are estimated based on data from the family law facilitator.<sup>21</sup> Combined with reports from customers with respect to their incomes, employment data suggests that many of the customers of the Family Law Information Centers are working at low paid jobs.



## Public Assistance

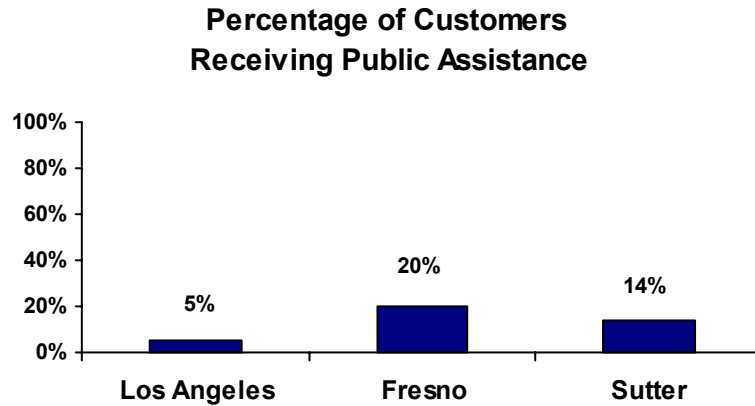
Only a small percentage of Family Law information Center customers report receiving public assistance. The data for Los

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<sup>20</sup> Income must be 125% of poverty or lower to qualify for legal aid.

<sup>21</sup> Los Angeles Family Law Facilitator Survey, June 2002 was used as a proxy for the lack of data with respect to source of income specifically from the Family Law Information Center.

Angeles County is estimated from the family law facilitator data recorded in June 2002.



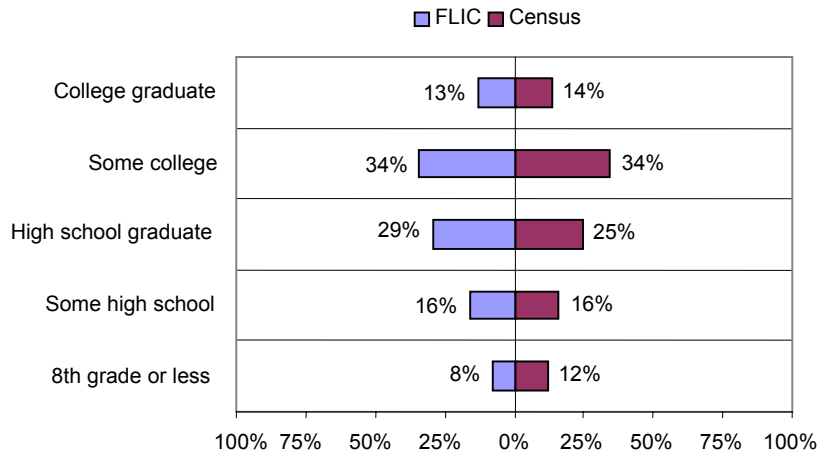
The remaining Family Law Information Center customers received income from unemployment, social security, disability, and help from family and friends.

### **LEVEL OF EDUCATION**

The majority of Family Law Information Center customers reported at least a high school level education. Data was only available for Sutter and Fresno Counties. A comparison to the 2000 census data is set out below.

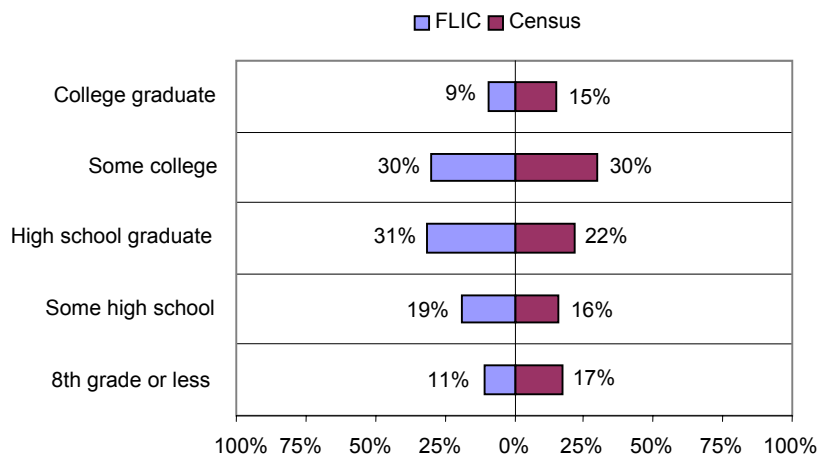
In Sutter County, 76 percent of the Family Law Information Center customers had at least a high school education, and 47 percent had some college. In Fresno County, 70 percent of the Family Law Information Center customers had at least a high school education, and 39 percent had some college. ■

**SUTTER COUNTY**  
**COMPARISON OF FLIC CUSTOMERS TO GENERAL POPULATION:**  
**EDUCATIONAL ATTAINMENT**



(United States U.S. Census 2000 Bureau, Summary File 3 (SF-3), 2000 Census of Population and Housing, Summary Tape File 3; <http://factfinder.census.gov>, 12/3/02.)

**FRESNO COUNTY**  
**Comparison of FLIC Customers to General Population:**  
**Educational Attainment**



(United States U.S. Census 2000 Bureau, Summary File 3 (SF-3) 2000 Census of Population and Housing, Summary Tape File 3; <http://factfinder.census.gov>, 12/3/02.)